

BEST PRACTICES

Following are some suggestions for your Community Resource Program (not all these suggestions will be applicable to every local CRP):

**ADMINISTRATION
SUPPORT**

The CRC invites the local office director and other staff to attend volunteer recognition events.

When supervision and administration see a need, use of a volunteer is considered and suggested to staff.

The CRC is included in management team meetings.

The CRC regularly attends programmatic unit meetings in the local office.

Volunteers have designated places to work with computer, phone and other equipment or supplies needed for their duties and responsibilities.

CRCs seek partnerships with VISTA/Americorps, Foster Grandparents, Catholic Social Services, college interns, summer youth programs, seniors employed through senior community employment programs such as The National Caucus, Senior Alliance, Center on Black Aged, Inc., Michigan Community Service Commission and Experience Works.

**MOTIVATION AND
RECOGNITION**

Opportunities are provided for experienced volunteers to be promoted to positions of greater status and responsibility.

The CRC nominates deserving volunteers, as appropriate, to non-DHS award and recognition programs. They might be local, regional, statewide (such as the Governor's Services Awards), or national (such as the Points of Light Foundation, etc.).

**ORIENTATION AND
TRAINING**

Staff is regularly informed about new developments in the community resource (CR) program.

Staff are involved in the training of volunteers.

Volunteers are regularly consulted on the types of training they need.

Volunteers are informed of appropriate conferences.

PROGRAM PLANNING

Review of the literature and contact with resource people is part of the process for development of a new Community Resource Program.

The costs of a new program including the amount of needed volunteer reimbursements are considered in planning new programs and in evaluating established programs.

When evaluating a community resource program consider criteria such as:

- Availability of staff to supervise it.
- Documented need of the program.
- Availability/enthusiasm of volunteers for the program.
- Space needs (in the office or elsewhere).
- Staff and managerial support for the concept of the program.

PUBLIC RELATIONS

There may be a CR newsletter for volunteers.

CRCs must first submit articles for local newspapers and other media to promote Community Resource Programs volunteers and volunteerism to DHS Office of Communications; see AHD 260 policy on letters to the editor and news releases, p.1.

CRCs and volunteers promote volunteerism in their communities.

CRCs must first submit public service announcements for radio and television to DHS, Office of Communications, see AHD 230, Videotapes and Multi-Media Products.

COLLABORATION

Collaboration with community partners is encouraged. For example some community partners in community giving programs can develop a computer tracking system data base via the internet

whereby all the partners can review, in real time, who has signed up for holiday giving so as to avoid double-dipping.

SUPERVISION AND EVALUATION

Supervision provided to volunteers in the performance of their duties is appropriate to the tasks and the needs of the volunteers.

Volunteers have a periodic, at least yearly, personal interview to assist them in evaluating their experiences, setting goals, and accessing opportunities for mobility and promotion. The DHS-1178, Volunteer Evaluation, or a locally developed form can be used for evaluation purposes.

Volunteers are asked in an exit interview to evaluate their experiences and the local Community Resource Program when their service commitment is completed.

Staff requesting ongoing assistance assumes responsibility to supervise and evaluate the volunteer.

Transporter Rules

Transporters will:

- Comply with all Michigan traffic laws, especially those which include the use of seat belts by the driver and **all** passengers, and child safety seats for children.
- Provide safe transportation for authorized clients.
- Abstain from use of alcohol, medication or other substances that may impair driving ability prior to or during the transport.
- Obtain prior approval from the CRC to take family members or friends (ride-alongs) while transporting for DHS; see Confidentiality for Ride-Along Individuals in Item 103, CONDUCT AND RESPONSIBILITIES OF VOLUNTEERS.
- Communicate concerns or problems to the supervising DHS staff person.